

**MEMORANDUM OF AGREEMENT
BY AND BETWEEN
KING COUNTY
AND
SERVICE EMPLOYEES INTERNATIONAL UNION LOCAL 925**

Whereas, the Service Employees International Union (SEIU) Local 925 represents employees in the Facilities Management Division (FMD) of the King County Department of Executive Services; and

Whereas, the 2005-2007 collective bargaining agreement between SEIU Local 925 and the County establishes a Productivity Program in Article 25; and

Whereas, under the terms of the bargaining agreement, the parties agreed to negotiate Productivity Goals for 2006 and 2007; and

Whereas, employees will be eligible for incentive bonuses for the years 2006 and 2007; and

Whereas, the parties have negotiated the matter; and

Therefore, SEIU Local 925 and the County have agreed to the following:

1. The Program goals include
 - Exceptional quality of work
 - Timely completion of tasks
 - Satisfied customers
2. The parties agree that the Program must involve:
 - Clear performance expectations
 - Clear customer expectations
 - An objective measurement system
3. Employees are eligible for the recognition payment if they exceed performance expectations for the work performed in 2006. Employees are eligible for an additional recognition payment if they exceed performance expectations for the work performed in 2007.
4. Custodians' goals are based on individual performance. Utility Workers' and Hazardous Waste employees' goals are based on group performance.

5. The end-of-year bonus will be based on the results of two measures: jointly-developed customer satisfaction surveys and supervisor performance audits. (Attached as Attachments A and B.)
6. Performance will be evaluated by both tenant survey (50%) and supervisor performance audit.
7. In 2007, customers will be surveyed in April and October. The 2006 Program survey will occur in October.
8. Customer survey data will be tracked by work location.
9. Performance audits will be administered by supervisors once per quarter.
10. The rating scale for the customer survey and supervisor performance audit will be

1	2	3	4	5
Unsatisfactory	Needs Improvement	Meets Expectations	Exceeds Expectations	Very Good

11. The two scores – (1) the customer survey average and (2) the supervisor performance audit average – are combined to produce a full scale with numerical values ranging from 0 to 10.
12. To be eligible for a recognition payment, employees must meet expectations on the customer survey and supervisor performance audit (i.e., a score of at least a 3.00).
13. For 2006, employees achieving a combined score of 7.50 receive a recognition payment as provided for in Article 25.
14. For 2007, employees achieving a combined score of 8.00 receive a recognition payment as provided for in Article 25.
15. The Program will be administered by the Facilities Management Division.
16. Disputes arising from decisions regarding the disbursement of Productivity Program funds may be pursued through a mediated communication between supervisor and employee utilizing the Inter-Local Conflict Resolution Group at least through the 2006 Productivity Program cycle.

17. Employees hired during the calendar year will receive a pro-rated portion of the recognition payment based on the number of months worked. For purposes of this provision, a month will be defined as no less than half of the workdays within a given month.
18. Either party may reopen negotiations no later than December 31, 2006 for the purpose of discussing subjects directly related to the ongoing administration of the Productivity Program.
19. This Agreement shall become effective upon the conclusion of the approval process by King County Council.

APPROVED this _____ day of _____, 2006

By: _____
King County Executive

For Service Employees International Union Local 925:

Debbie Foley
Organizer/Representative

Date